

## **Trumansburg EMS Department Frequently Asked Questions**

**Q: What level of service do you provide?**

A: The Trumansburg EMS Department provides Basic and Advanced Life Support services as well as ambulance transport.

**Q: Are the EMT's/Paramedics volunteers or paid staff?**

A: Both. The EMS Department is staffed from 6am to 6pm with paid staff, and from 6pm to 6am with a combination of paid staff and volunteer EMT's.

**Q: Who runs the department?**

A: The Trumansburg EMS Department, like the Police and Fire Departments and the DPW, is a wholly owned municipal department of the Village of Trumansburg. The department head is the EMS Manager who is supervised by the Village Board of Trustees.

**Q: Who gets billed?**

A: Everyone who is transported to the hospital will be billed for services rendered.

**Q: How are charges determined?**

A: Charges for different levels of service are determined based on industry standards for similar services within NY State.

**Q: Will I get a bill if I have insurance?**

A: Your insurance company will be billed first and then, based on the instructions that the Village receives from your insurance company, you may receive a bill for co-pays or your portion of the bill that your insurance company assigns to your deductible.

**Q: What if I don't have insurance?**

A: You will be billed for services.

**Q: What if I can't pay?**

A: The Village has in place a Charity Policy for low-income individuals. In addition, the Village will work with you to create a payment plan if the entire bill cannot be paid at once.

**Q: Who does the billing for the Village?**

A: We have contracted with MedEx, Inc. out of Rochester, NY to be the billing administrator for the Village.

**Q: I thought billing started July 1<sup>st</sup>, how come I didn't get a bill?**

A: The Village Board of Trustees authorized the adoption of fees and policies as well as authorized the execution of the contract with MedEx with an effective date of July 1, 2011. This is the earliest date that the Village can bill for services but the Village is under no obligation to begin billing on that specific date.

**Q: Can I be sent to collections if I don't pay?**

A: Yes. However, it is the desire of the Village of Trumansburg to avoid this situation except in the most extreme of circumstances.

**Q: Who makes the final decision about how to bill or collect?**

A: The Village Board of Trustees is the governing body with the statutory authority to make all final decisions with respect to billing policy for the Trumansburg EMS Department.

**Q: Why did the Village begin billing?**

A: The annual budget for the Trumansburg EMS Department (formerly the EMS portion of the Fire Budget) has grown by approximately 700% in the ten years from 2001 – 2010 due primarily to a necessary increase in staffing. Billing for services is a way to partially defray the escalating cost to taxpayers of operating the department.

**Q: Does the Village make money from this service?**

A: No. Any and all revenue from billing will only partially offset the total cost of operating the Department. The remaining cost is borne by the taxpayer.

**Q: What municipalities do you serve?**

A: Currently the Village of Trumansburg is under contract to provide EMS services to the Towns of Covert, Hector, Ulysses and, of course, the Village.

**Q: If I'm a resident of a municipality that doesn't allow billing, how is coverage paid for?**

A: If your municipality contracts with the Village for EMS service and chooses not to allow the Trumansburg EMS Department to bill for services, the contract cost for providing coverage will be paid for by your municipality's taxpayers. If your municipality agrees to allow the Trumansburg EMS Department to bill for services, then any money received will be credited to your municipality and used to offset the cost of contracting for services.

**Q: How is the contract cost to my municipality determined?**

A: The total budget for the Trumansburg EMS Department is divided between the Village and its contracting municipalities based on a 3-year rolling average of call volume. This creates a percentage of the budget for which each municipality is responsible for paying, either through tax revenue, or through a combination of tax revenue and billing revenue.